



# FOOD SCOOP

“A Michigan Food & Nutrition Program Edition”

**OCTOBER 1999**

Issue No. 3

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### NEED ASSISTANCE CALL:

School Meals Program	(517) 373-3347
Food Distribution	(517) 373-8642
Fiscal Reporting	(517) 373-2077
Child Care Food Program	(517) 373-7391
Fax Number	(517) 373-4022





### **New Commodity Complaint Form**

Attached to this issue of *Food Scoop* is a newly designed Commodity Product Complaint form. Please make several copies to have available if needed. Below are procedures to follow if your district has a commodity complaint. This is the procedure used for Complaints of a Non-Emergency Nature.

#### **When to use:**

Complete a Commodity Product Complaint form if;

- \* the quality or condition of the food is unacceptable.
- \* foreign materials are found in the product.
- \* there is evidence of infestation.
- \* there are other concerns.

#### **What to do:**

Follow the steps in the instruction box.

#### **\*Call our office to report the complaint.**

\*Complete Parts I and II of the form.

*Please work with your staff to obtain as much of the information requested in Part II as possible.*

\*Mail or FAX form to our office WITHIN 3 DAYS of call.

#### **What MDE will do:**

We will give you preliminary instructions when you call in the complaint.

\*If the product is processed, the appropriate company representative will be notified and asked to make contact with your school.

\*If the product is a direct ship from USDA, we will notify the USDA Commodity Hot Line. They may contact you directly if more information is needed.

\*USDA works with the vendor to determine a

resolution to the problem.

\*MDE maintains a product complaint file as a reference.

The MDE Food Distribution staff, USDA and our processors take your complaints seriously. Every effort is made to bring complaints to a satisfactory resolution.

### **Complaints of an Emergency Nature**

These complaints concern problems where a health hazard may exist or where the product may **be contaminated**. In these instances, call our office as soon as possible. We will notify the USDA Midwest Regional Office. The USDA MWRO will disseminate instructions as to the proper action to pursue. In the interim period, everything must be done to safeguard human life, to and including, identifying remaining product at other locations and possibly by placing an immediate hold on all existing suspect product. On occasion a Food Alert may be necessary whereby personnel at the State level will telephone or fax affected food service authorities and relay information vital to the situation.

### **Attention Baking Schools!**

Excess Commodities available!

8 - 20lb. Pails of Plum Puree. (Plum Puree is an excellent fat substitute in baked products using chocolate or fruits). If interested, please contact Mary Kay LeBourdais at Van Buren Schools in Bellville. The phone number is 734-697-0011.



## Food For Thought

### You're what? Lactose Intolerant?

**This may have happened to you...a student approaches you and asks for lactose free milk instead of the regular. He says he is lactose intolerant. What do you do?**

First, here is a review of what lactose intolerance is and is not.

*What is it?*

Lactose intolerance is a diagnosable condition that occurs when people have trouble digesting lactose (the sugar found in milk). This is caused by not having enough of the enzyme, lactase, which breaks down lactose.

*So, someone is lactose intolerant, what do they have to do?*

For some, limiting dairy products, especially milk, can help control their symptoms. Most people with lactose intolerance do not have to give up dairy products for good. Small amounts of milk can usually be tolerated especially when eaten with other foods. Dairy products like hard cheeses have only a little bit of lactose in them and the active cultures in yogurt help break down lactose, so these products usually do not have to be limited. Other people control it by taking a lactase enzyme pill or using lactose free milk.

*What are the symptoms?*

Stomach cramps, abdominal bloating, gas, diarrhea, and flatulence are symptoms of lactose intolerance. Because these symptoms

are also common in other illnesses, it is best to get diagnosed as lactose intolerant by a physician.

*What is the difference between lactose intolerance and a milk allergy?*

A milk allergy is caused by the body's reaction to the protein in milk. The symptoms include hives, rashes, and difficulty breathing. An intolerance, such as lactose intolerance, is not an allergy. As stated previously, lactose intolerance is caused by the inability to break down lactose (milk sugar).

*Who is most likely to be lactose intolerant?*

Children have the most lactase in their bodies. It decreases as people get older, so older individuals have a greater chance of being lactose intolerant. Also, there is a higher prevalence of lactose intolerance among Asians, Native Americans, and African Americans.

So, back to the original question, do you have to provide lactose free milk? If the child claims to be lactose intolerant and has documentation of the intolerance from a recognized medical authority (physician, nurse, dietitian, therapist), you **may choose** to serve the child lactose free milk, but you do not have to. As in other situations, you are encouraged to meet your customers needs. It is impossible to meet all needs, but definitely worth some effort to keep your customer coming back!

*What milk products are available for those with lactose intolerance?*

The chart included with this issue on page 14 provides product information on lactose reduced milks and alternatives for lactose intolerance. The products identified vary in lactose (70% or 100% lactose reduced), fat (fat

free, 1% low fat and 2% reduced fat) and calcium (300 mg or 500 mg/8 oz.).

### **New Food Safety Information Service**

Below is a DHHS press release announcing a new food safety toll-free information service operated by the FDA Center for Food Safety and Applied Nutrition. HHS Secretary Donna E. Shalala announced the opening of the Food and Drug Administration's new Outreach and Information Center (O&IC), operated by FDA's Center for Food Safety and Applied Nutrition (CFSAN).

"The FDA has continuously led the way in getting an effective food safety message out to the public," Secretary Shalala said. "The Outreach and Information Center is an important, new resource that will help put the most up-to-date, reliable food safety information at the fingertips of those who need it most -- American consumers."

The O&IC was created in part to enhance FDA's ability to provide accurate and meaningful information to the public about food safety. It is funded as one of the targeted projects for development under the Administration's Food Safety Initiative. In addition to providing food safety information, the O&IC will provide assistance with other CFSAN issues including cosmetics, food additives and dietary supplements.

The O&IC will operate CFSAN's new expanded toll-free public information line 1-888-SAFEFOOD. The information line is digitally managed by an advanced technology system of call handling, tracking and information retrieval. It includes more than 200 hours of newly recorded information on all CFSAN issues and regulated products. The

system also offers more than one hundred CFSAN documents over fax or Web site.

Information specialists will take calls directly on 1-888-SAFEFOOD from 10 a.m. to 4 p.m. business days. The newly expanded hours of operation begin September 14, and will increase by 50 percent the coverage of incoming public calls that will be answered by CFSAN information specialists.



### **SATELLITE TELECONFERENCE**

The National Food Service Management Institute presents the following satellite seminar through the National Nutrition Network.

#### **FOOD QUALITY: MAKING THE GRADE IN CHILD NUTRITION, Part II**

October 27, 1999

Part I of this 2-part series was presented April 21, 1999. Videotape copies are available.

Visit our Web site or call for more information:  
<http://www.olemiss.edu/nfsmi/depts/>  
1-800-321-3054

#### **PURPOSE:**

The purpose of these one-hour satellite seminars is to provide information on food quality and how child nutrition programs can assure that nutritious, high quality foods are offered to students — while meeting student preferences and expectations. Approximately

20,000 child nutrition personnel at 2,000 viewing sites will participate in FOOD QUALITY, MAKING THE GRADE IN CHILD NUTRITION, Part II. Join us!

#### TARGET AUDIENCE:

- \* Primary Audience - School Food Service

Production Personnel (assistants, cooks, technicians)

- \* Secondary Audience - School Food Service Directors and Managers

#### TOPICS FOR Part I:

- \* The link between child nutrition, learning, and health
- \* Student perceptions of quality
- \* Quality standards
- \* Food preparation principles for high quality food

#### TOPICS FOR Part II:

- \* Food preparation principles for high quality food (continued)
- \* Student-focused quality programs:
  - Developing a continuous improvement process
  - Marketing your products

#### REGISTRATION:

This seminar is presented at no cost to participants. To identify a viewing site near you or to receive information about hosting a site, reference the NFSMI Web site for the name of your state satellite coordinator (click on Satellite Programs) or call the Institute: <http://www.olemiss.edu/nfsmi/depts/> 1-800-321-3054

#### INTERACTION:

Members of the NFSMI staff are available by telephone or e-mail any weekday during normal business hours to answer your questions about topics covered in this program. Please contact

us any time following the program: 1-800-321-3054 [nfsmi@olemiss.edu](mailto:nfsmi@olemiss.edu)

#### HANDOUTS:

Handouts will be available through your state satellite coordinator and the NFSMI World Wide Web site (appr. Oct. 1).

#### CREDITS:

Each NFSMI Satellite Seminar is approved for one hour of American School Food Service Association (ASFSA) Continuing Education Credit (CEC). Credit may be available through other professional associations. For information contact your association or NFSMI.

#### C L O S E D - C A P T I O N I N G (ENGLISH/SPANISH):

Please note the availability of closed-captioning. For hearing impaired viewers, the 1st viewing will be closed captioned in English text. For Spanish-speaking viewers, the 2nd viewing will be closed captioned in Spanish text.

#### SATELLITE SEMINAR TIMES:

	1st Viewing	2nd Viewing
Pacific	noon - 1:00 p.m.	2:00 - 3:00 p.m.
Mountain	1:00 - 2:00 p.m.	3:00 - 4:00 p.m.
Central	2:00 - 3:00 p.m.	4:00 - 5:00 p.m.
Eastern	3:00 - 4:00 p.m.	5:00 - 6:00 p.m.

\*Note There will be a 15-minute test period prior to each viewing

#### TECHNICAL INFORMATION:

Share this information with the technical contact at your viewing site. This information is subject to change beyond the control of the NFSMI. NFSMI will announce any changes as soon as possible. Please check the NFSMI Web site for any updates.

#### C-BAND COORDINATES (both viewings):

Galaxy 6, 99 degrees West  
Transponder/Channel - 21

Downlink Frequency - 4120 Mhz  
Polarity - Horizontal  
Audio - 6.20 and 6.80 Mhz

KU-BAND COORDINATES (both viewings):  
GE 3, 87 degrees West  
Transponder/Channel - 19  
Downlink Frequency - 12080 Mhz  
Polarity - Horizontal  
Audio - 6.20 and 6.80 Mhz

IMPORTANT TELEPHONE NUMBERS  
Satellite Reception Trouble (919)850-4565  
Satellite Seminar Questions (800)321-3054

#### NATIONAL NUTRITION NETWORK SATELLITE PROGRAM SCHEDULE:

January 26, 2000  
Live/Interactive Teleconference  
Topic - FOOD SAFETY AND HACCP  
Time TBA

April 12, 2000  
Satellite Seminar  
Topic - STANDARDIZED RECIPES  
3-4 & 5-6 p.m. EDT

August 23, 2000  
Live/Interactive Teleconference  
Topic To Be Announced  
Time TBA

October 25, 2000  
Satellite Seminar  
Topic To Be Announced  
3-4 & 5-6 p.m. EDT

#### Fall Conference

**Attached to this issue is the preliminary agenda for the School Food Service Directors Fall Conference held at Shanty Creek October 19 - 22.**

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#### Help Wanted

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Desperately seeking....retired Food Service Directors, Supervisors and Managers. Please tell your retired friends, associates and family.

Please contact Don Binder at Wayne RESA if you are retired and would like to do part time training and coaching in Wayne County Schools. We are developing a referral list for those wishing to contract with districts or Debit Card Companies to perform on site operational training. The only skills necessary would be very basic computer skills and management experience in school meals. "Train the Trainer" will be provided.

Contact Don at (734) 334-1511 or FAX (734) 334 1559 or e-mail at binderd@resa.net or mail to Wayne RESA, 33500 Van Born, Wayne, MI 48184

<div>October 1999</div> <div>CALENDAR OF EVENTS</div> <div>CHILD NUTRITION PROGRAM</div>	<div>Michigan State Board of Education</div> <div>Dorothy Beardmore, President</div> <div>Kathleen N. Straus, Vice President</div> <div>Herbert S. Moyer, Secretary</div> <div>Sharon Wise, Treasurer</div> <div>Sharon L. Gire</div> <div>Marianne Yared McGuire</div> <div>Clark Durant</div> <div>Eileen L. Weiser</div> <div>Arthur E. Ellis, Superintendent</div> <div>Governor John Engler, Ex-Officio</div>
October 1999	
10	September Monthly Claim Due
11-15	National School Lunch Week
19-22	Annual School Food Service Directors Conference - Shanty Creek
30	Cut-off for August Monthly Claim
31	Count Free and Reduced Applications to Determine Verification Sample Size
November 1999	
10	October Monthly Claim Due
29	Cut-off for September Monthly Claim

*No person because of race, color, national origin, sex, age, or disability shall be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination in our United States Department of Agriculture donated food and child nutrition programs. Any person who believes they have been discriminated against should write immediately to the Secretary of Agriculture, Washington, D.C. 20250.*

# JUSTIFICATION FOR EXCEEDING THE NATIONAL ATTENDANCE FACTOR

**Instructions:** Complete one form for each building in which meals served exceed 91.6% of enrollment or applications. Mail this form when the claim is submitted electronically, via MEIS. **Mail completed forms to:** Michigan Department of Education, Food & Nutrition Programs, Fiscal Reporting, P.O. Box 30008, Lansing, Michigan 48909, Attention: Cossetta Taylor.

☐ **Current Month Only  
Justification**

☐ **School Year 1999-2000  
Justification**

School District: \_\_\_\_\_

Agreement #: \_\_\_\_\_

Building Name: \_\_\_\_\_

Building #: \_\_\_\_\_

Month: \_\_\_\_\_

Date: \_\_\_\_\_

Check appropriate box:

- ☐ Total meals exceed .916 x enrollment x days served.
- ☐ Total free meals exceeds .916 x free applications x days served.
- ☐ Total reduced price meals exceeds .916 x reduced applications x days served.

Reasons for exceeding the 91.6% factor: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Authorized Official Signature

\_\_\_\_\_  
Telephone Number

Notes: If you have checked the School Year 1999 - 2000 Justification box, no additional forms need to be submitted for the remainder of the school year.

91.6% is the national average daily attendance factor issued by USDA for the 1999-2000 school year.

**Attendance alone does not justify participation.**

(Make additional copies of this form if needed.)



<p>Instructions:</p> <ol style="list-style-type: none"> <li>1. Segregate out-of-condition product.</li> <li>2. Call the Food Distribution office to report complaint.</li> <li>3. Complete Parts I &amp; II as thoroughly as possible and fax or mail to our office <b>within 3 days</b> of call.</li> </ol>	<p>Date: _____</p> <p>Time: _____</p> <p>Filed By: _____</p> <p>Check Program: School TEFAP/FB    CSFP    Other</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------

Recipient Agency Name			Agreement Number:	
Address		City	State	Zip Code
Contact Person		Telephone - Area Code/ Local Number		
Address of recipient agency storage facility (if different than above)				

Commodity Product:		<u>Date Received:</u> (Located on the SM-214 Receiving Document or the SM-4221 Invoice.) _____
Description of problem/complaint (if product contains foreign matter, save sample in freezer):   Date discovered out of condition: _____		<u>Contract Number:</u> (Located on the Forwarding Notice or printed on the outer container.) _____  <u>Lot Number(s):</u> (Located on top or bottom of can or outer container.) _____  <u>Can or Package Code(s):</u> (Located on top or bottom of container or outer container.) _____
Quantity received:	Quantity on hold:	<u>Pack Date:</u> (Located on outer container.) _____

D/O No. (Delivery Order Number):	N/D No. (Notice to Deliver Number):
Name of Vendor:	Rail/Truck Line/Piggyback Name/No.:
Comments:	

	Action Taken: [    ]    USDA Complaint Hotline Phone/Fax Date [    ]    MDE Log [    ]    Processor Notified [    ]    Other
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# STATEWIDE TRAINING PROGRAM CLASS SCHEDULE

1999

**NOTE: All registrations must be in the MDE office before the deadline dates!**

## BASICS - 100

Fee: Member \$18.00 and Non-Member \$25.00

### Location Dates Times

Jackson Northwest High Sch      November 2, 9, 16, 1999      3:00 p.m. - 6:30 p.m.  
4000 Van Horn Road  
Jackson, MI 49201  
*Deadline: October 19, 1999*

## SANITATION & SAFETY - 120

Fee: Member \$18.00 and Non-Member \$25.00

Location	Dates	Times
Brighton High School 7878 Brighton Road Brighton, MI 48116 <i>Deadline: October 18, 1999</i>	November 1, 3, 4, 1999	3:00 p.m. - 6:30 p.m.

## SANITATION & SAFETY UPDATE - 125

Fee: Member/Non-Member \$10.00

Location	Dates	Times
Grand Rapids Public Schools Food & Nutrition Center 1130 Race Street Grand Rapids, MI 49503 <i>Deadline: October 11, 1999</i>	October 25, 1999	3:00 p.m. - 7:00 p.m.

## PRINCIPLES OF FOOD PREP - 150

Fee: Member \$18.00 and Non-Member \$25.00

*Each participant must bring a calculator to class.*

Location	Dates	Times
Mason-Lake ISD 2130 West U.S. 10 Ludington, MI 49431 <i>Deadline: October 12, 1999</i>	October 26, 28, 1999	3:00 p.m. - 8:00 p.m.

GRAIN BASED DESSERTS - 201 (3 hours)  
 Fee: Member \$15.00 and Non-Member \$18.00  
*Prerequisite: Sanitation & Safety - 120*

Location	Dates	Times
Genesee ISD Health & Nutrition Serv. Bldg. 5089 Pilgrim Rd. Flint, MI 48507 <i>Deadline: October 25, 1999</i>	November 8, 1999	3:00 p.m. - 6:00 p.m.

SALADS & SALAD DRESSINGS - 202 (3 hours)  
 Fee: Member \$15.00 and Non-Member \$18.00  
*Prerequisite: Sanitation & Safety - 120*

Location	Dates	Times
Genesee ISD Health & Nutrition Serv. Bldg. 5089 Pilgrim Rd. Flint, MI 48507 <i>Deadline: October 11, 1999</i>	October 25, 1999	3:00 p.m. - 6:00 p.m.

MERCHANDISING SCHOOL MEALS - 260  
 Fee: Member \$18.00 and Non-Member \$25.00

Location	Dates	Times
Grand Rapids Public Schools Food & Nutrition Center 1130 Race Street Grand Rapids, MI 49503 <i>Deadline: November 1, 1999</i>	November 15, 22, 29, 1999	3:00 p.m. - 6:30 p.m.

MICHIGAN'S HEALTHY EDGE 2001 - 280  
 Fee: Member \$18.00 and Non-Member \$25.00

Location	Dates	Times
Mason-Lake ISD 2130 West U.S. 10 Ludington, MI 49431 <i>Deadline: October 26, 1999</i>	November 9, 16, 1999	3:00 p.m. - 8:00 p.m.

Use one form and one check per class.

Last Name		
First Name		
Social Security Number		
School District Name		District #
Home Address City, Zip		
Telephone Number	Home: (     )                      Work: (     )  <i>NOTE: Please enter home telephone number--it is virtually impossible to contact individuals of any cancellations through the school district when classes are held when school is not in session (i.e., summer, inclement weather).</i>	
MSFSA Membership #		\$



All registrations are accepted on a first-come, first-served basis. If this class is filled, the registration form and check will be returned to you. **Confirmation letters will NOT be mailed.** Assume that you are registered unless otherwise notified.

[Copy as necessary]

# Statewide Training Program

## Multi-Registration Form

*Use one form and one check per class.*

<b>CLASS NAME:</b> _____ <b>CLASS LOCATION:</b> _____ <b>DATE(S) OF CLASS:</b> _____				<b>SCHOOL DISTRICT:</b> _____  <b>PHONE:</b> _____		<b>DISTRICT NUMBER:</b> _____
Last Name	First Name	Social Security #	Home Telephone #	Home Address (Street, City, Zip)	MSFSA #	Fee Per Student
1						
2						
3						
4						
5						
Total the right hand column and attach a separate check for this amount only. Make checks payable to <b>MSFSA</b> .						\$



Check which type of menu planning method you use:



**Food based - traditional**  
**Nutrient standard**

**Food based - enhanced**  
**Assisted NSMP**

**Make check payable to MSFSA and mail to:**

**Michigan Department of Education**  
**Statewide Training Program--School Meals Unit**  
**P.O. Box 30008, Lansing, MI 48909**

All registrations are accepted on a first-come, first-served basis. If this class is filled, the registration form and check will be returned to you. **Confirmation letters will NOT be mailed.** Assume that you are registered unless otherwise notified.

<b>For Michigan Department of Education Use Only</b>	Check #		Amount	\$
		School      Personal		

[Copy as necessary]

<b>Product/ Brand Name</b>	<b>Description</b>	<b>Container Size</b>	<b>Shelf-life</b>	<b>Nutrient Content</b>
100% Lactose Reduced Milk/ C.F. Burger Creamery	Fat Free, 1% Low Fat or 2% Reduced Fat milk pretreated with lactase enzyme. Contains 100% less lactose than regular milk.	Quart (32 oz.)	Ultra-pasteurized; approximately 90 days (refrigerated) from the day of manufacture, prior to opening.	Same as regular milk equivalent; Fat Free, 1% Low Fat or 2% Reduced Fat.
Calcium Fortified Lactose Reduced Milk/C.F. Burger Creamery	High calcium, 1% Low Fat milk pretreated with lactase enzyme. Contains 100% less lactose than regular 1% calcium.	Quart (32 oz.)	Ultra-pasteurized; approximately 90 days (refrigerated) from the day of manufacture, prior to opening.	Extra calcium added; contains 500 mg calcium/8 oz. otherwise, same as 1% Low Fat milk equivalent.
Dairy Ease 100	Fat Free, 1% Low Fat or 2% Reduced Fat milk pretreated with lactase enzyme to reduce lactose by 99% compared to regular milk.	Quart (32 oz.): Fat Free, 1% Low Fat, 2% Reduced Fat  Half Gallon (64 oz.): Fat Free 2% Reduced Fat	Ultra-pasteurized; approximately 60 days (refrigerated) from the day of manufacture, prior to opening.	Same as regular milk equivalent; Fat Free, 1% Low Fat, or 2% Reduced Fat.
Easy 2%	2% Reduced Fat Milk pretreated with lactase enzyme to break down 100% of the milk's lactose content.	Half Gallon (64 oz.)	Ultra-pasteurized; approximately 60 day (refrigerated) from the day of manufacture, prior to opening.	Same as regular milk equivalent; 2% Reduced Fat.

Lactaid	<p>100% Lactose Reduced products: Fat Free, 1% Low Fat, 2% Reduced Fat or Whole Milk; 1% Low Fat Chocolate; Calcium Fortified Fat Free.</p> <p>70% Lactose Reduced products: Fat Free, 1% Low Fat. Pretreated with lactase enzyme to break down 100% or 70% of lactose content.</p>	<p>Quart (32 oz.)</p> <p>Except: (100% Lactose Free) Fat Free: 8 oz. Whole: 4 oz.</p>	Ultra-pasteurized; approximately 60 day (refrigerated from the day of manufacture, prior to opening.	Same as regular milk equivalent. Calcium fortified product contains 500 mg Ca /8 oz.
Buttermilk	Fermented by enzymes, including lactase which remain active in the final product. The lactase digests milk sugar while it passes through the GI tract.	<p>Quart (32 oz.)</p> <p>Half Gallon (64 oz.)</p>	Same as milk. Expiration date on package.	Similar to milk, except for a higher sodium content. Buttermilk = 319 mg sodium/8 oz.
Sweet Acidophilus	Bacterial culture (lactobacillus acidophilus) added to milk; bacteria inactive at temperature < 75 F. At body temperature, the bacteria break down lactose into lactic acid. Sweeter taste than buttermilk.	Quart (32 oz.)	Same as milk; check expiration date on package.	Same as regular milk.

# PROGRAM IN DETAIL

**Tuesday, October 19, 1999**

TIME	LOCATION	EVENT
1:00 p.m. - 7:00 p.m.	Top Deck	<b><i>School Food Service Basics for New Directors Part 1</i></b> (Part 2 continued on Wednesday at 8:30 a.m.) MaryAlice Galloway, Barb Campbell & Julie Stark

**Wednesday, October 20, 1999**

TIME	LOCATION	EVENT
8:00 - 9:00 a.m. & 11:00 a.m. - 5:00 p.m.	Hallway in Summit, outside of A, B, C	<b>Conference Registration</b> Linda Armstrong, Derek Jones, Marie Lamp & Joann McCrum
8:30 a.m. - 12:30 p.m.	Top Deck	<b><i>School Food Service Basics for New Directors Part 2</i></b> (Continuation of Part 1 from Tuesday.) Barb Campbell & Julie Stark
8:30 a.m. - 12:30 p.m.	Summit C	<b><i>Using Culinary Techniques: Training Session</i></b> MaryAlice Galloway
10:00 a.m. - 2:00 p.m.	Central Bellaire	<b>Commodity Advisory Group Meeting</b> Kathy Rhodes
2:30 - 5:00 p.m.	Summit A, B	<b>General Session (includes welcome and keynote speaker)</b> <b><i>Vision: How Will Your Program Fit into the Future?</i></b> Joann Estes
5:00 - 6:00 p.m.	Bellaire	<b>Reception ---Cash bar, hors d'oeuvres---</b>
6:00 - 9:00 p.m.	Summit A	<b>Education Exhibits</b>



# PROGRAM IN DETAIL

**Thursday, October 21, 1999**  
(morning sessions: 8:30 - 10:15)

TIME	LOCATION	EVENT
8:30 - 10:00 a.m.	Summit A	<p><b>Breakout Sessions - Improve Your Score: Preparing for a Nutrition Review</b> (Also offered at 10:15 &amp; 1:15 today) <i>Food Creations Staff:</i> Stella Cash, Stephanie Halfmann &amp; Tonya May</p> <p>Hear a discussion about the information needed to provide a complete and accurate nutrition review. There will be plenty of time for your questions, too.</p>
(same as above)	Summit B	<p><b>Building a Nutrition Action Team: Tips from the Team Builders</b> (Only time offered) Chris Flood, Anne Murphy, Nikki Curtis, Jeanne Roe, Suzette Hendershott &amp; Paul Yettaw</p> <p>Last year's Team Builder Grantees will describe their projects with an emphasis on what they learned and which ideas are do able for your school.</p>
(same as above)	Summit C	<p><b>Customer Service from the Inside Out: The Real Workout</b> (Also offered at 1:15 today) Rosemary Ward, M.A., Training Direct, LLC</p> <p>In our Food Service Programs, the real workout is to exercise professionalism with all customers, from the inside out. Whether you are working with challenging staff, administrators, teachers, parents or students, you'll appreciate cutting edge customer service tips and interpersonal skills that work!</p>
(same as above)	Summit D	<p><b>Training Tools: An Overview of New and Cool Materials</b> (Also offered at 3:00 today) Barb Campbell, Laura Walsh &amp; Sharon Toth</p> <p>New materials will be showcased from the National Food Service Management Institute, Cold Is Cool from UDIM, and the First Class Learning (Breakfast) package from the Five Star Task Force.</p>
10:00 - 10:15 a.m.	Summit Hallway	<p><b>---Mid-Morning Break---</b></p>

# PROGRAM IN DETAIL

**Thursday, October 21, 1999**  
(morning sessions: 10:15 - 1:15)

TIME	LOCATION	EVENT
10:15 - 11:45 a.m.	Summit A	<b>Breakout Sessions - Improve Your Score: Preparing for a Nutrition Review</b> (Also offered at 8:30 & 1:15 today; see description above)
(same as above)	Summit B	<b>Setting the Bar: How to Use Focus Groups to Find Out What Your Customers Need</b> (Also offered at 1:15 today) Anne Murphy  Join us to learn a new and effective way to collect information from any of your target groups: students, parents, teachers, or even your own staff. Focus group interviews allow you to ask the questions that need answering. Techniques will be demonstrated and tips will be given.
(same as above)	Summit C	<b>Fitting into the Future: How to Design Your Own Web Page and Market to Generation "Y"</b> (Also offered at 3:00 today) Andy McCluskey  This humorous presentation will be an introductory class to web design, including the use of the digital camera and food photography. The presentation moves from web design to marketing to Generation Y. How do we market to these guys? Why is the web important? How do we market using e-mail?
(same as above)	Summit D	<b>Managing the Media: Shaping Your Answers and Your Invitations</b> (Also offered at 1:15 today) Diane Fischer  Do you wonder exactly what you should say if your school is involved in a food safety crisis? Have you ever tried to get a reporter to come to your district to tell about the good news? Here is some help with those and other issues.
11:45 a.m. - 1:15 p.m.	Dining Room	---Lunch Break---

# PROGRAM IN DETAIL

**Thursday, October 21, 1999**  
(afternoon sessions: 1:15 - 3:00)

TIME	LOCATION	EVENT
1:15 - 2:45 p.m.	Summit A	<b>Breakout Sessions - Improve Your Score: Preparing for a Nutrition Review</b> Food Creations Staff; Stella Cash, Stephanie Halfmann & Tonya May See description above.
(same as above)	Summit B	<b>Setting the Bar: How to Use Focus Groups to Find Out What Your Customers Need</b> Anne Murphy See description above.
(same as above)	Summit C	<b>Customer Service from the Inside Out: The Real Workout</b> Rosemary Ward See description above.
(same as above)	Summit D	<b>Managing the Media: Shaping Your Answers and Your Invitations</b> Diane Fischer See description above.
2:45 - 3:00 p.m.	Summit Hallway	---Mid-Afternoon Break---

## PROGRAM IN DETAIL

**Thursday, October 21, 1999**  
(afternoon sessions: 3:00 - 6:00)

TIME	LOCATION	EVENT
3:00 - 4:30 p.m.	Summit B	<b>Breakout Sessions - <i>Walk Don't Run: Planning for a School Safety Crisis</i></b> (Only time offered) Sara Scheuermann, Mary Kurkowski & Don Weatherspoon School violence last year spawned a host of bomb threats that led to crises in several schools. Hear what schools have done and are doing to manage this situation in the future.
(same as above)	Summit C	<b><i>Fitting into the Future: How to Design Your Own Web Page and Market to Generation "Y"</i></b> Andy McCluskey See description above.
(same as above)	Summit F, G	<b><i>Training Tools: An Overview of New and Cool Materials</i></b> Paula Kerr, Laura Walsh & Sharon Toth See description above.
(same as above)	Summit D, E	<b><i>An informal discussion of the commodity product and process changes with CORE</i></b> Kathy Rhodes Participate in a discussion about the changes that are coming in the commodity processing and delivery systems.
4:30 - 5:30 p.m.	Summit A	<b><i>Taste and Evaluate New Commodity Products</i></b> A chance to sample new products that are available for ordering this school year.
5:00 - 6:00 p.m.	Summit F	<b><i>MSBO/Middle Cities Meeting</i></b>

## PROGRAM IN DETAIL

**Friday, October 22, 1999**

TIME	LOCATION	EVENT
8:30 - 10:15 a.m.	Summit A	<b>Discussion Forum - <i>After School Snack Program issues</i></b> What do you want to know about After School Snack programs? What are you doing now? How can we work together in this new area?
(same as above)	Summit B	<b>Discussion Forum - <i>Lactose Intolerance, Food Allergies and Special Needs</i></b>
(same as above)	Summit C	<b>Discussion Forum - <i>Production Records, Standardized Recipes and Meal Counts</i></b> Ask a Field Representative what you really need
10:00 - 10:30 a.m.	Summit Hallway	<b>---Mid-Morning Break---</b>
10:30 - 11:30 a.m.	Summit A, B, C as one room	<b>Closing General Session - <i>Program Success: In Shape to Deliver the Best</i></b> Jackie Berning

